In the Specification:

Replace the paragraph at page 1, lines 2-7 as follows:

--The present invention is a divisional of U.S. patent application Serial No. 09/183,961 entitled "Method, System and Program Product For Evaluating The Business Solution Deliverables" by Temple et al, assigned to the present assignee and filed on November 2, 1998 (U.S. Patent no. 6,249,769 issued June 19, 2001). This patent application is incorporated herein by reference.--

Replace the paragraph at page 11, lines 11-12 as follows:

--FIG. ~~11aA~~ 11A and ~~11bB~~ 11B depict a detailed process flow for the hardware sizer tool;--

Replace the paragraph at page 18, line 26 to page 19, line 21 as follows:

--In Figure 4 a graphical representation 400 of the interrelationship of these programs and data is presented. This representation 400 will serve as an overview upon which the details of each stage of the process provided in Figure 2 will be understood. Turning now to Figure 4 we see that the customer interacts with the question and answer engine 401 which presents the various questionnaires to the customer and provides the customer's response to the computer system 300. The question and answer engine 401 is coupled to a control program 402 which in turn is coupled to a program space 403 and a data space 404 which include sub spaces ~~403 a-h~~ 403A-403H ~~A-H~~ and ~~404 a-d~~ 404A-404D ~~A-D~~ respectively. The control program 402 governs the flow of the BSA operations including the presentation of questions and the retrieval of answers from the customer through the question and answer engine 401 as well as the processing of the received data via the execution of programs ~~403 a-h~~ 403A-403H ~~A-H~~ stored in the program space

which utilize data from and store data in the data space 404 and which generate the various program outputs 405 ultimately culminating in the generation of solution deliverables including a solution proposal 406 which is provided to the customer. Each of the particular programs ~~403 a-h~~ 403A-403H, data spaces ~~404 a-d~~ 404A-404D and outputs will be further described in detail herein. Accordingly, with this general background in place we now turn to consider the detailed implementation of each of the programs with their associated data in the undertaking of a BSA process.--

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Replace the paragraph at page 20, line 20 to page 21, line 16 as follows:

--This determination process 500 then proceeds to the qualification step ~~505~~, which in a preferred embodiment is characterized by a computerized mechanism whereby a user's answers to the previously conducted survey or questionnaire are mapped against a checklist which serves to remind the provider representative to conduct certain related briefings and to elicit certain requisite information prior to proceeding further into the BSA process. For example, in qualifying a consolidation customer, the questionnaire may include queries as to the type of consolidation project to be done, i.e., hardware, application, database or other, it may also seek to ascertain whether the customer has determined a platform for the consolidation and whether the customer has selected applications for that platform. It will determine whether the customer has been briefed on the relevant technologies available from the provider and whether any outstanding technical issues remain. An illustrative list of inquiries which may be made during the qualification process 500 is provided below, however it will be understood that the qualification process serves to assist the provider's representative in deciding if a BSA is required or whether further marketing activities (see for example step 105-109 in

Figure 1) would be more appropriate at this time. It will consequently be readily appreciated that the actual approach utilized to arrive at this determination will depend to a large degree on the circumstances of the particular opportunity.--

Replace the paragraph at page line 22, lines 6-18 as follows:

--Upon successfully qualifying a potential customer, it may be valuable to further incent the customer to participate in the BSA through the provision of an illustration of potential benefits which may be expected based upon participation in the BSA. Accordingly, the use of a software tool 506 such as the savings from consolidation (CONSAVE) tool may offer a potential qualified participant a glimpse at the advantages of undertaking a consolidation BSA. Upon implementation of the incentive-based tool 506, the process continues to further BSA process steps ~~[508]~~ 507. In the event that a customer is determined to lack the requisite qualifications with which to undertake the BSA process, the engagement is ended 508.--

Replace the paragraph at page 22 line 19 to page 23 line 2 as follows:

--Figure 6 provides a closer look at the function of the CONSAVE tool 600 utilized in step 506 of Figure 5. In step 601 the user inputs the current and planned information regarding their use of different types of servers (i.e., servers running the UNIX, ~~Windows~~ WINDOWS NT, or S/390 operating system) this information may entail any or all of the numbers of machines for each server type 601a, the number of users per each server type 601b of the cost associated with running each server type 601c. Furthermore, the cost 601c associated with the use of each server type is further divided into the cost associated with the

hardware 601c1, software 601c2 and support 601c3 of each server type.--

Replace the paragraph at page 23, lines 18-27 as follows:

--Upon providing the pertinent server type information (601a-601c and 602) and the capacity information 603, the tool next derives the current processing capacity and cost per server type 604. In an enterprise comprising two server types (for example a UNIX server and an S/390 server), the results may be expressed as $C_1\$_1$ (current) and $C_2\$_2$ (current) (~~404~~ 604). Wherein the prefix "C" represents the capacity data for each server and the prefix "$" represents the cost data for each server. The addition of these measurements 605 provides the total current capacity 606 as $C_{tot}\$_{tot}$ (current).--

Replace the paragraph at page 26, lines 24-31 as follows:

--Turning now to Figure 7 we see an illustrative graphical output from an execution of the CONSAVE tool 506. The graph 700 plots $\$_2$ (current) 701, $\$_2$ (new) 702 and $\$_{tot}$ (current) 704 and $\$_{tot}$ (new) 703. From the graph ~~500~~ 700 it can be seen that additional investment in type 2 servers has reduced the total operating cost for the customer's IT system as a result of the efficiencies gleaned from the consolidation effort.--

Replace the paragraph at page 33, lines 2-6 as follows:

--In step 806 the customer selects one or more scored islands for solution implementation. Finally, in step 807, with the island(s) selected, the process proceeds to the detailed examination of the selected islands(s) which will be subsequently described via reference to process flow 1000 of Figure 10.--

Replace the paragraph at page 34, lines 10-27 as follows:

--Turning now to a more detailed analysis of the function of the CORE tool 803, Figure 9 illustrates the flow 900 for the performance of the operations previously described with regard to step 803. Step 901 illustrates the assignment of scores to the previously defined global IT objective information which is part of the island data input to the CORE tool and which has been generated as a result of the customer profiling step 802. The additional island-specific information generated as part of the profiling step 802 for each defined island (i.e., islands n - x for example) is scored in step 902n - 902x. In this instance the global profile scores relate to customer objectives 901 such as cost reduction, Web enablement etc.. whereas the scored island-specific metrics 902n - 902x relate to characteristics of the particular defined IT boundary such as a scoring for the number of servers, skills associated with the S/390 platform, skill associated with the UNIX platform, experienced availability etc.--

Replace the paragraph at page 35, line 15 to page 36, line 10 as follows:

--In step 905 the resultant ranked weighted island scores having been mapped against provider offerings and are now analyzed for certain "observations" relating to the ultimate implementation of solutions for the customer. These "observations" are undertaken by the computer system and may range from the identification of actions which are required to undertake a particular opportunity, to cautions regarding potential cross-island opportunities. For example, a high score associated with number of servers may suggest a consolidation within the island, however the lack of platform-specific skills may render the consolidation within that island difficult (i.e., it would entail outsourcing or developing the skill), the tool would be implemented so as to recognize the availability of the

requisite skills within another island and may provide a text generated observation pointing toward migration of the resource to the appropriate island to achieve the cost reduction goal of the customer. Many analytical implementations may be undertaken in step ~~705~~ 905 which are considered to be within the scope of the present invention. For example, the patterns generated by the CORE tool may be compared to the results stored results of previous iterations of the BSA undertaken with other customers or with pre-defined models having their data stored in the database 404. This comparison may be undertaken with the aid of data mining tools such as on-line analytical processing (OLAP) tools to discern commonality among the results and previous identified opportunities.--

Replace the paragraph at page 41, lines 7-10 as follows:

--Turning back to the process steps defined under step 1003, ~~Figure 11 comprising~~ Figures ~~11aA~~ 11A and ~~11bB~~ 11B taken together as a whole, shows the sizer tool operation 1004 in greater detail.--

Replace the paragraph at page 41, line 21 to page 42, line 4 as follows:

--Upon entering the workload type 1101 it is determined whether a workload benchmark for determining requisite machine capacity is known for the particular workload 1102. For example, in the preferred embodiment it is determined whether the transactions per minute (Tpm) rating for the workload is known. The Tpm rating is typically derived from published Tpmc ratings which represent a transactions per minute rating achieved by running the Transaction Processing Council (TPC-C) benchmark. An excellent source of this and other benchmark which are well known to those skilled in the art may currently be ~~found on the Internet's World Wide Web at the universal resource locator~~

A13 ~~(URL): http://as.ideasep.com/presented~~ provided by Ideas International Corporation.--

Replace the paragraph at page 43, lines 7-12 as follows:

--Since the workload to be migrated may exist on multiple physical machines, the next step is to multiply the adjusted Tpm (1110) by the number of machines (N) ~~911~~ 1111 to provide a total Tpm for the migration. Thus, if the SAP workload to be migrated is currently running on 5 UNIX platform machines the adjusted Tpm would be multiplied by 5.--

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Replace the paragraph at page 43, lines 13-26 as follows:

--The resultant total Tpm is next multiplied by the skew factor ~~912~~ 1112. The skew factor represents the potential for the workload to be asymmetrically distributed across multiple machines such that one or more of the machines experiences different processing capacity requirements in accommodating the workload. A variety of calculations which are known to those of skill in the art, exist for determining this type of workload skew, in the preferred embodiment the following algorithm is implemented:

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Skew = 1/(1-s(N-1))

Where: s = an imbalance factor representing the percentage of workload that is not evenly distributed across the machines and N represents the number of machines as determined in step 1111.--

Replace the paragraph at page 45, lines 7-15 as follows:

--Next in step 1118 in Figure ~~11B~~, it is determined whether any other workload need to be analyzed. If there are other workload which require analysis the process loops back to step 1101. Alternatively, when all workloads which are to migrated have been analyzed, the next three steps ~~919, 920 and 921~~ 1119, 1120 and 1121 respectively entail the determination of the sum of

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Q16 the maximum Tpm's (1119), the sum of the mean Tpm's (1120) and the largest instance of the maximum Tpm (1121).--

Replace the paragraph at page 47, line 27 to page 48, line 2 as follows:

--In step 1204 any program or object libraries required are compared to the libraries available for the target platform. As was the case in step ~~1023~~ 1203, this information is preferably stored in data space 404. Furthermore, as in Step 1203 the user is given the opportunity to abort or continue on mismatches.--

Replace the single word paragraph at page 50, line 1 as follows:

--~~CLAIMS~~ We Claim:--